

[Close](#)

Bulletin Number	2971BR
Type of Recruitment	Interdepartmental Promotional Opportunity
Department	Human Resources Countywide Exams
Position Title	HEAD CLERK
Exam Number	181
Filing Type	Open Continuous
Filing Start Date	10/27/2011
Salary Type	Monthly
Salary Minimum	3217.91
Salary Maximum	4323.82
Position/Program Information	Supervises a very large number of employees performing general and specialized office clerical work or a smaller number performing more diversified and difficult duties.
Essential Job Functions	<p>Supervises 50 or more employees performing general and specialized office clerical work or 20 or more employees performing more diversified and difficult duties of assists in the supervision of a correspondingly larger unit. (When allocating Positions to this class, the size of the staff supervised, the nature of the supervision exercised, and the kind and complexity of work performed by subordinates are considered.)</p> <p>Plans ways and means of accomplishing work objectives.</p> <p>Plans flow of work from inception to completion.</p> <p>Reviews the work of subordinates for adherence to established work plans, procedures; and policies.</p> <p>Relieves the head of a large organizational unit of operating detail such as scheduling work, advising intermediate supervisors on difficult operating and personnel problems and, in the absence of his superior, takes immediate charge of the unit.</p> <p>Studies and recommends for consideration by his superior changes in policies and procedures to facilitate the work of his organizational unit or to meet changed situations, and supervises their installation.</p> <p>Coordinates the work of his organizational unit with that of other divisions and departments.</p> <p>Prepares various statistical and operating reports covering the work of his unit, which way include budget recommendations.</p> <p>Answers correspondence requiring an extensive knowledge of subject matter, departmental policy and precedent, submitting unusual cases to his superior for approval.</p> <p>Assists the public in difficult cases, interpreting the laws and policies governing the work of his unit and referring only the most complex and debatable cases to his superior.</p>

Performs any of the duties of Senior Clerk or duties comparable in degree as the examination for validity, authenticity, etc., of legal documents about which technical questions are raised.

Interprets policies and procedures to the employees under his supervision through staff meetings, bulletins, instruction manuals, and other written instructions.

Carries on a number of miscellaneous personnel functions, such as interviewing prospective personnel, approving schedules and work assignments maintaining discipline and morale.

Requirements**MINIMUM REQUIREMENTS**

Four years office clerical experience, two years of which must have been in a highly specialized or supervisory capacity.*

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

Special Requirement Information

*Highly specialized or supervisory capacity means experience at the level of Los Angeles County's classes of Senior Clerk, Senior Typist Clerk, Supervising Clerk, Supervising Typist Clerk, Intermediate Supervising Clerk, or Intermediate Supervising Typist Clerk.

Verification of Experience: Experience gained in a position performing similar kinds of work which provides the knowledge, skills, and abilities required for the higher level position will be accepted. Experience claimed will be verified and evaluated to determine if the type, level or length of experience is qualifying. Applicants must supply sufficient information for this evaluation to be made. Applicants claiming such experience in County service must present, at time of filing, written proof of this experience in a Verification of Experience Letter approved by their Departmental Human Resources Manager or authorized representative. Credit will only be given for out-of-class experience to meet the minimum requirements only.

Withhold Information: Permanent employees who have completed their initial probationary period and hold a qualifying payroll title may file for this examination if they are within six months of meeting the experience requirements by the last day of filing.

Examination Content

This examination will consist of a written test weighted **100%**. The written test will consist of **TWO (2)** sections:

Section 1: A Broad-Based Employment Skills Test (B-BEST), which consists of Written Expression, Reading Comprehension, Data Analysis and Decision-Making, Office Practices and Procedures, Customer Service, and Supervision.

Section 2: A Work Styles Questionnaire (WSQ) designed to identify worker characteristics and/or behavioral tendencies that have been identified as important contributors to overall job performance.

Candidates who fail the written test will be notified by mail. **Written test scores cannot be given over the telephone.**

Candidates who have taken the B-BEST and WSQ written test for Clerical Series, Exam No. 118, Senior Clerical Series, Exam No. 123, and/or Supervising Clerical Series, Exam No. 116, within the last **twenty-four**

(24) months may have their written test score transferred. If you wish to retake rather than transfer your score, **THE LATEST WRITTEN TEST SCORE WILL APPLY**. However, candidates who have taken the written test within the last **twelve (12) months** will have their score automatically transferred.

Candidates who have taken the B-BEST and WSQ written test for Clerical Series, Exam No. 118, Senior Clerical Series, Exam No. 123, and/or Supervising Clerical Series, Exam No. 116 and did not achieve a passing score must wait for twelve (12) months from the date of the original written test and must reapply for this examination if the filing period is still open and the same examination components are being tested.

THE WRITTEN TEST IS NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

Candidates must achieve an overall passing score of 70% or higher on the examination in order to be placed on the eligible register.

Study guides and other test preparation resources are available to help candidates prepare for written employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources' website at <http://dhr.lacounty.info>. Please click on Career Opportunities, then click on Employment Test Preparation.

**Vacancy
Information**

The eligible register resulting from this examination will be used to fill vacancies throughout Los Angeles County as they occur.

**Eligibility
Information**

The names of candidates receiving a passing score in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation. **No person may compete in this examination more than once every twelve (12) months.**

Available Shift

Any

**Job Opportunity
Information**

Restricted to permanent employees of the County of Los Angeles who have successfully completed their initial probationary period and meet the qualifying requirements. Applicants must indicate their department name and number on the employment application. The department number is identified on employee's payroll warrant.

**Application and
Filing
Information**

All applicants are required to submit a Standard County of Los Angeles Employment application **ONLINE ONLY**. Resumes cannot be accepted in lieu of applications, although resumes and supporting documents may be uploaded as attachments to the online application.

APPLICATIONS WILL NOT BE ACCEPTED BY MAIL, FAX, OR IN PERSON.

Applicants must apply online by clicking on the link above or below this bulletin that reads, **Apply to Job** so you can apply online and track the status of your application and get notified of your progress by email.

Applicants must submit their applications by 5:00 pm, PST, on the last day of filing.

ALL APPLICANTS MUST ENTER A VALID SOCIAL SECURITY NUMBER AT THE TIME OF FILING. ENTERING ANYTHING OTHER THAN A VALID SOCIAL SECURITY NUMBER (i.e. 000-00-0000, 111-11-1111, etc.) WILL RESULT IN AN AUTOMATIC REJECTION OF YOUR APPLICATION.

ALL APPLICANTS MAY UPLOAD REQUIRED OR ADDITIONAL DOCUMENTS (i.e. Verification of Experience Letter / VOEL) AS ATTACHMENT(S) AT THE TIME OF FILING OR ANY TIME DURING THE EXAMINATION PROCESS. APPLICANTS WHO SUBMITTED THEIR APPLICATIONS AND UPLOADED THEIR ATTACHMENT(S) AFTER THE FILING PERIOD WILL BE REJECTED AND WILL NOT BE ABLE TO COMPETE IN THE EXAMINATION PROCESS.

No sharing of User ID and Password: **ALL APPLICANTS MUST FILE THEIR APPLICATION ONLINE USING THEIR OWN USER ID AND PASSWORD.** Using a family member or friend's user ID and password will erase a candidate's original application record.

For candidates who may not have regular access to a computer or the Internet, applications can be completed using computers at public libraries throughout Los Angeles County.

This examination will remain open until the needs of the service are met and is subject to closure without prior notice. Application filing may be suspended at any time without advance notice.

The acceptance of your application depends on whether you have **CLEARLY** shown that you meet the **MINIMUM REQUIREMENTS**. Please fill out the application completely and correctly to receive full credit for any related education, training, and job experience. In the space provided for education, include the names and addresses of schools attended, titles of courses completed, dates completed, and number of credits and/or certificates earned. All information and records are subject to verification. Applications may be rejected at any stage of the selection process.

**County of Los
Angeles
Information**

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA/Personnel Services for Disabled Persons Coordinator at the number below.

Hearing impaired applicants with telephone teletype equipment may leave messages by calling the teletype phone number below.

The County will attempt to meet reasonable accommodation requests whenever possible.

Department Contact Name	Exam Analyst
Department Contact Phone	(213) 738-2084
Department Contact Email	rlowery@hr.lacounty.gov; edeguia@hr.lacounty.gov
ADA Coordinator Phone	(213) 738-2051
Teletype Phone	(800) 899-4099
California Relay Services Phone	(800) 735-2922
Alternate TTY Phone	(800) 897-0077
Job Field	Clerical
Job Type	Administrative Support

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